

Flooding– what to do?

Main (Eastern Suburbs)

Dear Citizens,

As a result of the climate change, we must not only get used to hotter summers, but also more frequent hefty storms with heavy rain. Watercourses can quickly turn into dangerous waters within a very short period of time when the amount of rain otherwise normal for a whole month falls locally in just one hour.

The Main is a regulated river, whose water level is constantly monitored all the way to its upper course. Despite this, however, floods can still happen here.

These high water events were and will never be avoidable. There can never be total security from damage and dangers, and even the best equipment and experience of the workers cannot be deployed everywhere at the same time.

However, it is possible to take precautions in order to keep the effects of flooding under control as far as possible.

Experience with flooding over the past years has shown how important it is that the inhabitants of the concerned regions protect themselves as early as possible against the dangers of flooding.

With this leaflet, the Municipal Council of the city of Frankfurt am Main is providing you with information about preparations against flooding and correct behaviour in case it happens. So you will not only be able to protect your property better, but also your own safety. Please keep this leaflet carefully after reading it so you know what to do to keep injury to persons and damage to property as low as possible in case of flooding.

Manuela Rottmann

Department Head for Environment, Health and Personnel

P.S: Should you have ideas and information for us, please do not hesitate to contact us.

English, French, Italian, Greek, Portuguese, Croatian, Russian, Serbian, Spanish, Turkish)
english, francais, italienisch, griechisch, portugiesisch, kroatisch, russisch, serbisch, spanisch, türkisch ? www.umweltamt.stadt-frankfurt.de, E-Mail: umwelttelefon@stadt-frankfurt.de, Telefon 069 / 21 23 91 00

Am I affected?

According to statistics, the flood area of the Main shown on the reverse is affected by high water once every hundred years. However, this does not exclude the possibility that other neighbouring areas may also be flooded. With the help of the water level measuring stations, forecasts about impending flood waves are possible for the Main in Frankfurt 48 hours in advance. The time and extent can therefore be forecast early on and allows reliable protection measures to be taken.

This flooding information is available for the River Main in the sections Western Suburbs (with Nidda river mouth), Eastern Suburbs, City Centre (with Luderbach/Königsbach) and the Taunus Brooks Erlenbach / Eschbach / Nidda East, Urselbach / Mid-Nidda and Westerbach / Sulzbach / Liederbach / Nidda river mouth. All information texts are also available as translations in the foreign languages most frequently spoken in Frankfurt am Main.



Umweltamt -Untere Wasserbehörde (environmental office), telephone 069 / 21 23 91 -66 and -78

You can find all flood regions in the Internet at www.umweltamt.stadt-frankfurt.de.

What you can do immediately!

Insurances

Check your insurance cover. Special insurance policies covering elementary damage as a supplement to the household effects or residential building insurance help against the risks through flooding.



Speak to your insurance company. You can also get general information from the Gesamtverband der Deutschen Versicherungswirtschaft e.V. (head organization of the German insurance industry) (www.gdv.de) and from the Bund der Versicherten e.V. (association of insured persons) (www.bdv.info).

Buildings

In principle, both the building owner and the tenants should design the use of the cellars in the long term so that only minor damage can occur. You should only use items in rooms affected by flood waters which are rugged or can be brought to safety quickly in the case of flooding. Equipment and machinery (heating, washing machines, freezers, etc) can be placed on an appropriately high base in the flood-endangered areas.

Make sure that environmentally hazardous materials such as waste oil, chemicals, paints, varnishes, washing and cleaning agents are not stored in flood-endangered areas.

House owners should make sure that their gutters and drainage systems are cleaned regularly so that precipitation can be directed away quickly. Seal all pipeline, cable and other conduits on the external walls. Check that low-lying doors and window openings can be shut tightly enough to resist water pressure. For example, keep sand bags ready to seal off endangered rooms.



**Schreiner-Innung (joiners'/carpenters' guild), Telephone 069 / 67 32 23
Innung des Bauhandwerks (building trade guild), Telephone 069 / 95 80 90
Glaser-Innung (glaziers' guild), Telephone 069 / 97 07 07 0
You can purchase sand bags in DIY stores and specialist retailers.**

The Federal Ministry of transport, building and urban development has published a flood protection guide which lists structural protection and prevention measures (www.bmvbs.de).

House owners should install backwater stop-valves in their sewage systems. In the case of strong precipitation and flooding the sewers can back-up all the way to the ground surface. Outlets, e.g. of showers, WCs, wash basins or washing machines, which are situated below the backwater level should be equipped with anti-flooding valves, resp. with lifting systems so that sewage water cannot be pushed back into the house.



**Innung Sanitär Heizung Klima (sanitary, heating, climate guild), Telephone 069 / 77 07 58 0
Stadtentwässerung Frankfurt (city sewerage office), Telephone 069 / 21 23 46 66**

Architects and structural engineers engaged in static calculations can advise you which measures can be conducted for your building to protect it from floods and at which flood level your building will be endangered.



**Architektenkammer Hessen (chamber of architects), Telephone 0611 / 17 38 -0
www.architektenkammer-hessen.de**

Oil tanks must be anchored so that they cannot float or change their position in times of flood. The possibility of damage through flood or flotsam must be excluded.



**Umweltamt -Untere Wasserbehörde (environmental office), Telephone 069 / 21 23 91 -66 and -78
Innung Sanitär Heizung Klima (sanitary, heating, climate guild), Telephone 069 / 77 07 58 0
www.hochwassertank.info**

Emergency

Do be aware that in the case of flooding the electricity, water or energy supply

equipment

can be impaired or disrupted. In principle, you should have the following equipment at hand:

- Battery operated radio
- Flashlight with batteries, candles
- Heating option which does not require electricity
- First aid kit, personal medication and hygiene articles
- Rubber boots, protective rain garments, heavy-duty or rubber gloves
- Important personal documents (in water-tight cover)
- Supply of drinking water and durable food



**Bundesamt für Bevölkerungsschutz und Katastrophenhilfe (Federal Office of population protection and disaster aid) www.bbk.bund.de
Deutsches Notfallvorsorge- Informationssystem (German emergency prevention information system) www.denis.bund.de**

In the case of flood

Current Information

The Municipal Council of the city of Frankfurt am Main issues information about the current danger situation in the case of beginning floods. You can get information about the city suburb here:



Internet: www.frankfurt.de

Umwelttelefon 069 / 21 23 91 00 (Environmental telephone)

Umweltamt –Untere Wasserbehörde, Telephone 069 / 21 23 91 -66 and -78

Bürgerberatung Römertelefon 069 / 21 24 00 00 (Advice for citizens)

Bürgertelefon der Branddirektion 069 / 21 27 00 01 (Fire brigade hotline)

In the case of major flooding events please pay attention to reports in the media.

Videotext: "Hessentext" on page 183 (HR-Television)



Radio via antenna

HR1 94,4 MHz

HR3 89,3 MHz

HR4 102,5 MHz

FFH 105,9 MHz

Radio via cable

HR1 87,6 MHz

HR3 88,55 MHz

HR4 89,0 MHz

FFH 90,75 MHz



Osthafen water level, Telephone 069 / 19 42 9 (24 h recorded information service)

The State of Hesse has set up a high water forecast centre. High water forecasts are calculated and published at least once daily on the Internet page of the Hessian State Office of Environmental Affairs and Geology (www.hlug.de). (<http://hochwasservorhersage.hlug.de>). **These forecasts are updated hourly if the situation requires.** Water levels for the Main can be retrieved online from there (www.hlug.de).

You can find more information at the following websites:

www.hnd.bayern.de, www.bafg.de and www.elwis.de

Emergencies

Please give the following information immediately when calling:

Where is the emergency?

What has happened?

How many injured / ill?

What type of injuries /illnesses?

Wait for queries, do not hang up straight away!



Fire brigade, Telephone 112

Emergency doctor, Telephone 112

Police, Telephone 110

Medical emergency service for Frankfurt, Telephone 069 / 19 29 2

Paediatric emergency services for Frankfurt, Telephone 069 / 63 01 71 70

Emergency ambulance services:

○ **Ärztehaus Galluswarte, Mainzer Landstraße 265**

○ **Bürgerhospital, Nibelungenallee 37**

Paediatric emergency ambulance services

○ **Uni-Klinik Frankfurt in House 32 Entrance C, Theodor-Stern-Kai 7**

○ **Kinderklinik Frankfurt-Höchst, Gotenstraße 6-8**

Caution: If water has already penetrated into the cellar and low-lying power sockets or cables with multiple plug sockets are live, there is acute danger for your life when walking through – even if wearing boots. Do not enter the cellar in this case and switch off the electricity in flooded rooms.



Mainova AG Emergency Call for electricity, gas, heating, water,

Telephone 069 / 21 38 81 10

Emergency service of the electrical guild Frankfurt, Telephone 069 / 70 77 05 6

If water polluting materials leak, please inform the fire brigade, the Untere Wasserbehörde or the police immediately.



Fire brigade, Telephone 112

Umweltamt -Untere Wasserbehörde (environmental office), Telephone 069 / 21 23 91 -66 and -78

Police , Telephone 110

Mobility

Drive your car or other vehicles out of flood-endangered garages or car parks in good time and leave them far away enough outside the danger zone. The regulatory office and road transport office will inform residents and will block roads and car parks when necessary.



Ordnungsamt Task-Force-Sicherheit (Regulatory office, TF safety),

Telephone 069 / 21 24 40 44

traffiQ Impediments to buses and trains, Telephone 01801 / 06 99 60

Measures after flooding

Insurance cases

Document / photograph the water levels reached and the damage caused. Damaged items should be disposed of after arrangements with the insurance company and not before. Have building damage repaired in agreement with your insurance company and only by expert firms.



Your insurance company will supply you with information on this issue.

Clean-up work

Wear suitable protective clothing such as waterproof gloves, rubber boots when cleaning up.

Have heating oil tanks checked for damage.



The sanitary heating climate guild (Innung Sanitär Heizung Klima) informs about expert firms in this area, Telephone 069 / 77 07 58 0.

Get a submersible pump with a float switch and suitably long hose. The pump must be suitable for dirty water and long-running. Pump affected rooms dry only when the flood waters have receded, resp. the groundwater table has dropped sufficiently. If the water in your building is contaminated with oil, immediately inform the fire brigade. Take care when pumping dry very low-lying rooms! If the water level is still high all around, the force of buoyancy can damage or destroy floors and buildings.

If the electricity, natural gas, heating or water supply is disrupted, please do not try to turn these back on by yourself!



Innung für elektro- und informationstechnische Handwerke (Guild for electrical and information technology professions), Telephone 069 / 70 75 15 1

Disposal of sandbags

Contaminated sandbags polluted especially with leaked oil or chemicals need to be disposed of correctly. The waste can be disposed of at a special waste dump or must be regenerated/cleaned and utilized. A suitable expert service company must be commissioned to do this job.



You will find a list of service providers in the yellow pages under "Waste disposal companies".



Return of wet sandbags without contamination against a fee, e.g. at the ***Abfallumladeanlage (waste transshipping plant, AUA) in Frankfurt-Fechenheim, Uhlfelderstraße 10, Telephone 069 / 21 24 66 85***

Flood area Main (Eastern Suburbs)

According to statistics, the areas in the determined flood area are flooded once every hundred years. These areas are defined on the basis of data from and with the permission of the Hessian State Office of Environmental Affairs and Geology, Wiesbaden. This representation does not wish to, nor can it replace the official plans. Official maps are an integral part of the respective decree on the determination of the flood area of the Main (statutory order of 16.12.2002, State of Hesse Gazette StAnz. 10/2003 pg. 985) which can be viewed during office hours, amongst other places, at the Untere Wasserbehörde, Galvanistr. 28.

We would like to thank the Institute of City History Frankfurt am Main for the flood photos. The City Map (basis of the map) was provided by courtesy of the City Surveyor's Office Frankfurt am Main.

Publisher

Stadt Frankfurt am Main
Der Magistrat – Umweltamt
Untere Wasserbehörde
Galvanistr. 28
60486 Frankfurt am Main

Telephone 069 / 21 23 91 66 and 069 / 21 23 91 78
Email: umweltueberwachung@stadt-frankfurt.de
Internet: www.umweltamt.stadt-frankfurt.de

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Postcard

Flooding – what to do?

Name, first name _____
Street _____
Postcode, Place _____
Telephone _____
Email address _____

Please send me further flood information:

- Main (Western Suburbs) and Nidda (river mouth) __ qty.
- Main (City Centre) and Luderbach/Königsbach __ qty.
- Main (Eastern Suburbs) __ qty.
- Erlenbach, Eschbach and Nidda (East) __ qty.
- Urselbach and Nidda (mid-Nidda) __ qty.
- Westerbach, Sulzbach, Liederbach and Nidda (river mouth) __ qty.

Please forward the translation of this leaflet in the following language:

- English __ Qty.
- French __ Qty.
- Greek __ Qty.
- Italian __ Qty.
- Portuguese __ Qty.
- Croatian __ Qty.
- Russian __ Qty.
- Spanish __ Qty.
- Serbian __ Qty.
- Turkish __ Qty.

(Note: the translation comes without the map material shown here.
Please keep this leaflet.)

Reply Postcard

Stadt Frankfurt am Main
Umweltamt
Untere Wasserbehörde
60275 Frankfurt am Main

Please pay correct postage

I have the following comments
I have had the following experience with floods in Frankfurt
I have the following improvement suggestions